



**TECHNICAL SERVICES**

**MEDIA &  
COMMUNICATIONS**

**RESOURCE STORE  
HANDBOOK 2018-19**

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## INTRODUCTION

The Media & Communications Technical Hub consists of a wide variety of specialist facilities and operations targeted towards supporting production and post production activities across a range of media-centric industries. The following areas are considered to be part of the Media & Communications Hub.

- Henrion Resource Stores (H065)
- Henrion Shoot Studio (H072)
- Henrion Sound Studios (H070-073)
- Henrion Post Production Labs (H064, 068 & 131)
- Henrion Animation & Stop Motion Studios (H101, 110, 114, & 133)
- Henrion Photography Studios & Darkroom (H034, 037, 041, 044 & 050)
- Flaxman Newsrooms (L020 & L112)
- Flaxman Radio Studios (L026, 028, 030 & 034)
- Cadman TV Studio, Audio & Visual Galleries (G012, 010 & 011)
- Cadman Music Studios (G013–G022)
- Cadman Grading Suite (G145)
- Cadman Finishing Suite (G146)
- Cadman Music Technology Labs (G135 & G136)

Facilities are managed and supported by Technical Services. Students should be aware that no single area is for the exclusive use of an individual award or Academic School. A dedicated technical team, led by the Technical Services Manager, is in place to assist student and staff activities across all areas comprising the hub.

If you require access to specialist portable equipment, you will need to register with and utilise our Portable Resource Stores, located on the ground floor of the Henrion Building (H065, opposite Squeeze Box). This handbook provides a detailed operational overview of the Resource Stores, and includes information on how to complete a Stores Induction (new users), how register with the siso smarthub booking system, and a range of operational procedures. In addition, it covers some general operational issues relating to the Media & Communications Hub.

## HENRION RESOURCE STORES

The Henrion Resource Stores (H065, Henrion Building) is a shared facility operated by Technical Services for students who require access to specialist and non-specialist portable equipment, including lens-based and digital resources.

Once you have registered a siso smarthub account and have received any necessary training, you will be permitted to borrow equipment from the Resource Stores. Use of the equipment is co-ordinated by Technical Services, and technical instruction is required in order to access specialist equipment. Please speak to the Technical Services Manager to arrange technical instruction if it is not scheduled for your award.

## HOW TO CONTACT US

For all booking, siso smarthub, and training queries please contact our resources team as follows:

Resources Team – 01782 295 777/ [resourcecentre@staffs.ac.uk](mailto:resourcecentre@staffs.ac.uk) /

If you have an issue the resources staff can't assist with you can contact the Technical Services Manager for the Media & Communications Hub as follows:

Richard Mortimer – 01782 295 707/ [r.j.mortimer@staffs.ac.uk](mailto:r.j.mortimer@staffs.ac.uk) (based in S401 Mellor Building).

Operational issues will be dealt with according to the principles outlined within this document. All staff are expected to respond to student issues in a professional manner that represents the operating principles of Technical Services. Please ensure you speak to us about any problems you have – it's our job to support you!

## HOW WE CONTACT YOU

There are a number of different channels through which we contact students, to either keep you up to date, or highlight specific issues regarding your bookings.

- Blackboard - we administer a range of Elective Organisations that are linked to particular academic subject areas. Every student should have access to an elective entitled 'MEDIA CENTRE INDUCTION'. If you can't access our Elective via Blackboard, please speak to a member of the team.
- E-mail – correspondence will be sent to your University e-mail address.
- Siso smarthub – announcements are regularly posted on the welcome page of smarthub.
- Phone – in exceptional circumstances, for instance if you are late returning equipment and haven't contacted us, or if we need to contact you as a matter of urgency, we may phone you. Please make sure you register your primary contact number on smarthub and update this as and when necessary.

Please make a habit of regularly checking siso smarthub, our Blackboard pages and e-mail correspondence for operating updates.

## COMPLETING AN INDUCTION

In order to access portable equipment and specialist facilities, and if you haven't already done so, you will need to complete our Induction. All of our induction materials are available on Blackboard. Every student should have access to an Elective Organisation entitled 'MEDIA CENTRE INDUCTION'. The induction materials will comprise a short introductory video, a copy of this handbook, and a video explaining how to register a siso smarthub account. You will need to follow the Online instructions carefully to ensure you complete all the necessary parts of the induction in order for us to activate you as a user. Just log into Blackboard and look for our

Induction Organisation. You also need to register an account on siso smarthub, as explained below.

## REGISTERING A SISO SMARTHUB ACCOUNT

To register your smarthub account go to: [https://staffsorb.siso.co/henrion\\_media\\_centre/](https://staffsorb.siso.co/henrion_media_centre/) You will be greeted by the login page and will need to select 'Account Registration'. Complete the registration form and make sure all of your contact details are accurate. Please ensure that your University e-mail address is entered as the primary e-mail. A secondary e-mail address can be added if required. Smarthub generates lots of correspondence so please check your e-mail regularly and be sure to check your junk folders for any content that may have been incorrectly filtered. Pay particular attention to ensuring that you select the correct course and starting year, as this will have a bearing on the equipment and facilities you see as standard. You will be asked to check a box confirming that you have read and understood our terms and conditions of service.

Once you have supplied the required information, submit the form. You will be redirected to a page confirming your registration. When you next login, you will be prompted to watch our Induction video before accessing your account. This will only be the case when logging into a newly registered account for the first time.

## ACCESS TO EQUIPMENT & TRAINING REQUIREMENTS

When you log in to smarthub you will be able to see all the equipment that is available to you. You will see a 'training hat' icon against much of this equipment – this means that you need to attend technical instruction in order to use that equipment.

For equipment requiring training, your account permissions will be updated once you've attended relevant technical instruction, allowing you to book the equipment. Please note that updating your account can take up to 48 hours as the resources team are reliant upon the receipt of registers from technical or academic colleagues . Please make every effort to attend any instruction arranged for you, as you will not be granted access to equipment if you are not trained.

## OPENING HOURS

The Resource Stores is staffed between 0800 and 2000 Monday to Thursday and between 0800 and 1800 on a Friday. All portable equipment collections and returns are booked via the siso smarthub system.

Portable equipment returns are supported between 0900 and 1800 Monday-Thursday and between 0900 and 1630 on Fridays. Portable Equipment collections are supported between 0900 and 1830 Monday-Thursday and between 0900 and 1700 on Friday. The Resource Stores is closed on Saturdays and Sundays.

The aforementioned operational hours apply during term time only. Holiday periods are not officially classed as term time and therefore access is limited.

## **CHRISTMAS 2018**

The Stores will close on Friday 14<sup>th</sup> December and open again on Monday 7<sup>th</sup> January. Please refer to notices on siso smarthumb and Blackboard from November regarding access to equipment over the winter break.

## **EASTER 2019**

We hope to be able to offer access to equipment and workshops during the Easter period which is Monday 15<sup>th</sup> – Friday 26<sup>th</sup> April. Please see notices from February 2019 for further information.

## **SUMMER 2019**

SiSo will close to students on Monday 3<sup>rd</sup> June 2019 and remain closed throughout the duration of the summer. If you wish to borrow portable equipment throughout the summer, please contact the resources team via e-mail, phone, or in person.

## **EQUIPMENT LOAN DURATIONS**

All bookings are made via siso smarthumb. A video demonstrating how to use smarthumb is available via our Blackboard Elective.

To enable fair access for all users, the following time restrictions apply to bookings:

- Specialist portable equipment (please see exceptions below) is available for a maximum of 96 Hours (four days) per booking.
- Specialist grip production equipment (Jib, track & dolly, Ronin gimbal, Glidecam) is available for 48-hour loans due to demand.
- The Henrion Sound Studios and Television News Set are bookable in 2 hour slots.
- The Flaxman Radio Studios are bookable in one-hour slots, up to a maximum of four hours in any single day.
- The Henrion Shoot Studio & TV Studio is bookable for a maximum of two working days in any single instance.
- Specialist music equipment (microphones) is only available on short loans to be used in conjunction with music studios.
- Music studios are available in three distinct blocks. These are 9:30am–1pm, 1pm–4:30pm and 4:30pm–9:30am.
- Photography Studios are available for a maximum of one working day in any single instance.

Please be aware that bookings not collected within one hour of the agreed booking time will be cancelled.

## **SPECIALIST PORTABLE EQUIPMENT**

The Resource Stores houses a wealth of specialist portable photography, film and media portable production equipment.

For film and cinematography, we have 36 Canon EOS C100, 21 Sony PXW-FS5, 17 Canon EOS C500, four Sony PXW-FS7, three Sony FS700, one Sony PMW-F55 and one Kinefinity MAVO. In addition to this, we have Dedo lighting kits, Ronin S & Ronin M gimbal systems, Shape and Zacuto rigs, EZ Jib, Glidecam, a range of external recorders and audio mixers.

For broadcast and ENG, we have 20 Sony PXW-X70, six Sony HXR-NX30, and two Panasonic HC-X1000. For audio, we have 40 Yellowtec iXm recorders and over 40 Zoom H6 audio recorders.

For photography and still imaging, we have a range of Nikon cameras, including D4, D3x and D3s.

## CHECKING EQUIPMENT ON COLLECTION

When you arrive to collect equipment you are required to present your student card. Failure to present valid student credentials may result in equipment being withheld.

It is your responsibility to check all equipment you borrow within one hour of collection and report any discrepancies or faults to the Resource team. All equipment is thoroughly inspected upon issue and return to ensure that it is in good working order and complete. If there is a problem (a missing peripheral, a minor fault) with loan equipment, a yellow tag will be present listing the issue. All equipment containers include a tag listing the items included with the kit. Discrepancies or faults not reported within one hour of collection will be deemed your responsibility and you may incur a penalty. You will also be required to cover any costs of repair for negligent use of equipment. If you don't know how to check your equipment, please seek assistance from member of technical staff.

Please note that due to the sheer volume of rechargeable batteries in our stock, we cannot supply batteries charged. Please ensure that you allow enough time in your booking to charge your batteries.

## CARING FOR EQUIPMENT

Please be aware that if equipment is lost whilst in your care, you be asked to contribute to the cost of replacement. You can minimise the chances of this happening by keeping the equipment with you at all times. If you must leave equipment unattended please make sure that it's properly secured and stored. If leaving equipment in a vehicle, please lock it in the boot covered up and do not leave equipment in cars overnight, even if locked in the boot.

Students are not permitted to book equipment for third party use. Once a booking has been made and equipment collected, it will remain the responsibility of the individual responsible for the booking until returned to Stores. Sub-hire is not permitted.

All equipment and facilities must be returned to their "original" condition at the end of your booking. Equipment must be properly dismantled and packed competently, wiped clean of any dirt and all personal property removed. You may be asked to re-pack items if technical staff

are unhappy with the condition of your equipment upon return. Any damage caused to equipment or facilities may result in appropriate repair costs being sought.

## RETURNING EQUIPMENT

When returning equipment please ensure that it is:

### Well Packed

Failure to pack equipment correctly can often result in damage, especially whilst in transit. We expect the equipment to be returned to us in the same condition it left.

### Clean

All kit should be returned in a clean state. Equipment should be protected in all circumstances, especially when filming outdoors. If you return your kit in an unsatisfactory condition you may be asked to clean it.

### Complete

Make sure all elements of the kit are present before you return it to Stores (you should always check your kit on collection to make sure it's complete). If items or peripherals are missing upon return, we will grant you 24 hours to locate and return them to us. Items not returned after 24 hours may result in a charge being applied.

### On time

Please make every effort to return equipment on time. We assume your bookings fit around your own schedule and obligations. If you are unlikely to meet your agreed return time, please let us know in advance. Allow enough time to return all of your equipment and be patient, especially around peak times when there is heavy demand on the resources team. Remain present whilst your equipment is being checked by staff.

## EXTENDING YOUR BOOKING

Extending active portable equipment bookings is considered to be exceptional rather than standard practice. You cannot extend your active bookings from within your smarthub account. To request an extension, you should telephone Stores and speak to a member of the team. Leaving a message on the answerphone does not guarantee that your booking will be extended. In all but the most exceptional of circumstances, loans will only be extended for a maximum of 24 hours and bookings denied an extension must still be returned on time. Extensions requested after the booking has expired will incur a penalty as the system automatically generates them.

## LONG LOANS

Long loans (i.e. in excess of 96 hours) are not considered to be standard practice. However, if you do have legitimate grounds for utilising equipment for longer than the standard loan period, you will need to make a Long Loan Request. The Long Loan/Overseas Request Form is available on Blackboard and you will need to complete as many details as possible and submit

it to the resource team. Your request should be made at least 24 hours in advance. Long loan requests exceeding seven days require the approval of the Technical Services Manager (Richard Mortimer – [r.j.mortimer@staffs.ac.uk](mailto:r.j.mortimer@staffs.ac.uk)) in advance.

## TAKING EQUIPMENT OVERSEAS

Whilst not considered to be standard practice, we will support the use of our equipment overseas if satisfactory insurance is in place. The University's Public Liability insurance policy does not cover you to undertake work outside of the UK. You should therefore to secure your own personal Public Liability insurance in addition to insurance for the equipment you intend to use. We recommend Performance Film and Media Insurance for both - <https://www.astonlark.com/performance/short-period-insurance>. You are fully liable for all damage to and loss of any equipment that you take abroad, and in the event of any damage or loss, the equipment must be either repaired or replaced.

To make a request to take equipment abroad please contact the Technical Services Manager with the full details of your trip and a breakdown of the equipment that you require. You will subsequently be notified whether or not your request can be supported. You should ideally send your request a minimum of ten days before you are due to travel. If confirmed, you will be required to complete your insurance documentation and a full Risk Assessment and supply this before collecting equipment. The Risk Assessment documentation must be deemed satisfactory in order for equipment to be loaned.

## PENALTIES

A penalty system exists to encourage professional practice and to ensure fair access to facilities and resources for all students. We have a healthy stock of equipment, but it is subject to high demand. Late return and mistreatment disadvantages other users and causes inconvenience to staff and students alike.

Penalties will be levied for any of the following:

- Late return of kit (based on tier system, see below).
- Failure to return equipment and facilities to their "original" state, not correctly packing equipment or misusing equipment – particularly leaving equipment unattended (maximum of £25, depending upon circumstances).
- Damage to or loss of equipment (full or partial repair or replacement costs, depending on circumstances).

## PORTABLE EQUIPMENT LATE RETURNS

Penalties for the late return of portable equipment are based upon a system of tiered tariffs. The tariff applied is determined by the value of the equipment and will increase in line with the extent of failure to return. See below for tariffs

Weekend penalties are charged at a 2-day rate in order to deter students from missing Friday evening returns and to reflect the potential inconvenience to other users.

The last bookable return slot is 1630. However, in exceptional circumstances, equipment will be accepted by the resource team up until 2000 Monday - Thursday and 1800 on Friday (penalties are applicable).

TIER	TIER DESCRIPTION & EXAMPLES	PER HR (Up to 5 hrs.)	EACH 24 HRS
TIER 1	SMALL SPECIALIST ITEMS OR KITS (Entry level DSLR, iXm mics, hard drives)	£2	£10
TIER 2	MEDIUM SPECIALIST ITEMS OR KITS (Specialist DSLR, Zoom recorders, C100, laptops, Sony ENG cameras)	£4	£20
TIER 3	LARGE SPECIALIST ITEMS OR KITS (FS5, C500, FS7, F55, MAVO)	£6	£30

Siso smarthub will automatically generate all penalties – please do not appeal to technical staff as they do not generate the penalties. If you receive a penalty you will receive an e-mail from the smarthub system notifying you a penalty has been levied. To check the amount of your penalty you should log into your smarthub account or ask a member of staff in the Stores. Your penalty will accrue as per the tier system the later you are returning your equipment. Once issued with a penalty notice your access to all media facilities will be suspended pending resolution of the situation. Penalties need to be paid at the Information Point in the Cadman Building – you should hand your receipt into a member of Stores staff who will update and unblock your account. This policy applies to both students and staff. There is a formal appeal process, which is detailed below.

If you are unable to cover your penalty in a single payment, please contact the Technical Services Manager to arrange instalments – as long as you maintain your agreed payments your access to facilities will remain.

## APPEALS PROCESS

### When to Appeal

Appeals should be submitted as soon as possible and within 14 days of the penalty being imposed.

### How to Appeal

Please e-mail or write to the Technical Services Manager detailing the full circumstances of the appeal. Please include all supporting evidence and details of extenuating circumstances.

## Who Can Appeal

Only the student against whom the penalty has been imposed can appeal.

## Evidence and Timescales

It is the responsibility of the student to provide clear and verifiable evidence in support of an appeal. We will aim to respond to appeals within 5 working days. The decision reached through the appeal is final.

## How is the Appeal Processed?

The Technical Services Manager will collate the appeal submission along with the penalty notice and any other information relating to the penalty (siso smarthub logs, staff records) and forward the information to the Head of Technical Services.

The appeals panel will comprise of the Technical Services Manager and Head of Technical Services. The panel may refer for additional information to the relevant award area or Production Team or a member of the School Management Team as appropriate. The appeal decision will then be passed on to the Dean of the School.

The Technical Services Manager will notify the student of the outcome of their appeal via their student e-mail address. A copy of the information and evidence submitted will be retained.

## Advice and Guidance

It is the student's responsibility to manage the use and safe return of all portable resources within the specified times and the levying of a penalty is considered an exception to working within these guidelines.

In order to successfully appeal it would be expected that evidence be provided to confirm that the student had undertaken all reasonable and possible precautions in preventing the circumstances under which the penalty had been imposed.

Please note that selecting the wrong booking return time, oversleeping or not knowing your return time is not a valid reason for appeal – please ensure that you check your return times.

## STUDENTS WITH SPECIAL CIRCUMSTANCES

If you have, or think you have, a condition which may mean that you need particular support in using facilities effectively (for example, you might need extra loan time for equipment) you should contact The Student Enabling Team (Cadman Courtyard, 01782 294977, [disability@staffs.ac.uk](mailto:disability@staffs.ac.uk), or visit <http://www.staffs.ac.uk/study/disabled/support/>) who will arrange for a professional assessment of your individual requirements. These requirements are agreed and signed off by you, and are detailed in a 'Student Support Agreement', which would be circulated, with your permission, to all relevant academic and technical staff, including those based within the Media & Communications Hub.

If you already have a Student Support Agreement and it does not, for example, specify that you need extended loan periods for equipment - and you feel that this is something you

really need - you would need to ask The Student Enabling Centre to amend the Agreement to reflect this. Resources staff are not in a position to make a professional assessment of your support requirements, and rely on our Disability Service for the appropriate advice in relation to your individual circumstances.

Note that if you are entitled to longer loan periods for equipment, you would still, of course, be expected to return it by the due date or you would incur the penalties, which apply to all students who keep equipment for longer than the agreed period.

## CONSUMABLE ITEMS

See below for clarification on the types of consumable (single or limited usage) items that we supply and those you will need to supply yourself.

Multi-user materials and items that are consumed over several uses or cover the basic needs of all student are supplied by us. These include:

- Specialist rechargeable batteries for cameras/ equipment (provided uncharged!).
- Lamp bulbs.
- Protective gloves.
- Lighting gels.

Single-user materials and items that are consumed in a single use or are unique to the needs of one student are not supplied by us. We expect students to supply these.

- Non-rechargeable batteries (e.g. AA batteries for audio recorders and microphones).
- Gaffer tape, etc.
- Specialist stage dressing, props, etc.
- Specialist cables and adapters to connect to student-owned equipment.

## TECHNICAL INSTRUCTION

Technical Instruction (TI) is formal instruction geared towards providing the critical practical and technical skills required to safely and successfully operate our equipment and facilities. We do not run these on a one-to-one basis so you must make every effort to attend relevant TI sessions when they are scheduled. Sessions are tightly scheduled and usually fully booked. You will not be eligible to use the majority of our specialist equipment until you have attended relevant TI. During each TI session, you will be shown how to assess the risks associated with using the specified equipment. All students are required to sign a register stating that they have attended the session and that they will comply with the Risk Assessment at all times when using the equipment – this is a requirement of the University's insurance policy.

It is vital that students attend Technical Instruction sessions on time. Failure to attend on time may result in you not being considered eligible to access the equipment in question due to omission of critical operational or health and safety instruction. If you miss a TI session, please speak to technical staff to see if there is an alternative session that you might be able to attend. There is no guarantee of this at busy times.

## RISK ASSESSMENT

Risk Assessment is an important step in protecting yourself and others that work with you or could be affected by your actions, as well as complying with the law. It helps you focus on the risks that really matter in your activity – the ones with the potential to cause real harm. In many instances, straightforward measures can readily control risks, for example ensuring cables are taped down to prevent people tripping up, or ensuring that protective gloves are worn when dealing with lighting equipment. For most, that means simple and effective measures to ensure your team and the general public are protected. The law does not expect you to eliminate all risk, but you are required to protect people as far as ‘reasonably practicable’.

A Risk Assessment is simply a careful examination of what, in your work, could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm. Your crew, contributors and people who may be affected by what you are doing have a right to be protected from harm caused by a failure to take reasonable control measures. Accidents and ill health can ruin lives and if you have been negligent you may have to go to court. You are legally required to assess the risks in your activity so that you put in place a plan to control the risks.

The Health & Safety Executive advises a 5-step approach to Risk Assessment as follows:

### Step 1 - Identify the hazards

Assess the risks involved in the activities that you will be doing

Assess the risks associated with the location

Assess the risks associated with the people who will be directly or indirectly involved

### Step 2 - Decide who might be harmed and how

Think about your crew, contributors and the general public

### Step 3 - Evaluate the risks and decide on precautions

Decide how to manage the risks. Your priorities should be:

1. Eliminate the hazard altogether
2. Reduce the scale of the hazard or substitute it with something non-hazardous
3. Isolate the hazard
4. Control the hazard
5. Use personal protective equipment

### Step 4 - Record your findings and implement them

Brief your team on what measures will be taken and make sure everyone is clear on the control measures and the responsibilities are clearly identified.

### Step 5 - Review your Assessment and update if necessary

Discuss the Risk Assessment in full with your Award Leader or module manager. If there are significant risks your academic staff may seek advice from School Management or from University health & safety staff.

Don't overcomplicate the process. In many activities that you undertake, the risks are well known and the necessary control measures are easy to apply. You don't have to be a health and safety expert – the majority is applying common sense! If you are stuck, speak to your award staff for advice. In all cases, you should make sure that you involve the team who will be involved in your activity in the process. They will have useful information about how the work is done that will make your assessment of the risks more thorough and effective. But remember, you are responsible for seeing that the assessment is carried out properly.

When thinking about your Risk Assessment, remember:

- A hazard is anything that may cause harm, such as heat, electricity, working with ladders, an open drawer, people etc.
- The risk is the chance, high or low, that somebody could be harmed by these and other hazards, together with an indication of how serious the harm could be.

## COMPLETING RISK ASSESSMENTS

A Risk Assessment must be completed for any work involving production equipment – that means whenever you borrow equipment to use on location (even if that is within the University) you need to assess the risks in your activity. Every time you go on location will be different and you will face different risks – the process of planning your shoot and scouting your location will alert you to the dangers and the steps you need to perform to prevent any danger.

The completion of a Risk Assessment form does not absolve you from your liabilities and responsibilities under UK law – you should constantly assess the risks at any location.

Risk Assessments should be produced on siso smarthub whenever you make an equipment booking. For smaller or more basic items (DSLR, audio recorders etc.) there are pre-set Risk Assessment templates available on the smarthub booking system. These have been completed by us for your convenience and list a number of commonly encountered risks and associated control measures. You must produce your Risk Assessment before you come into Stores to collect your equipment – a Risk Assessment will only take you a couple of minutes to complete.

If your Risk Assessment is not completed adequately you will not be able to collect your equipment until you have made satisfactory amendments.

This Risk Assessment must be produced and submitted before collecting equipment from Stores. You should keep a copy for your own reference. No Risk Assessment -no kit!

## EATING & DRINKING POLICY

An Eating and Drinking Policy is in place throughout the University to safeguard specialist facilities and equipment.

Eating and drinking is not permitted in the majority of specialist facilities. This includes our studios, newsrooms, Post Production areas, and computer workshops. You may consume food and drink in the dedicated breakout areas only.

Water is the only drink allowed by computers and computer equipment - but only if in a spill-proof container. Spill-proof containers are defined as sports bottles (such as those that fit into a bicycle frame) or other containers that have the 'pull up' sports top to prevent spills if the bottle is accidentally dropped or knocked over. All other drinks e.g. coffee, fizzy drinks are not permitted. Anyone found disregarding this policy will be asked to take his or her food or drink to an appropriate area. Please adhere to this policy and ensure that the equipment is kept clean and free from spillages and debris. It is in everyone's interest to maintain the quality of the University's equipment to a high standard so that we can all enjoy and use it to its full potential in a safe, clean and tidy environment.

## TECHNICAL SUPPORT

Technical Support is provided across all of our areas.

### Newsrooms

Two Technical Specialists primarily support our dedicated newsrooms. They are usually based in the Technical Office located within the ground floor Flaxman Broadcast Newsroom (L009). They can be contacted on 01782 29 4683.

### Production & Post Production Facilities

Our audio and video production & post production facilities (TV Studio, Shoot Studio, Sound Studios, Post Production facilities) are primarily supported by three Technical Specialists and a Technical Instructor. Technical Specialists are usually based in H067, on the ground floor of the Henrion Building, opposite the Resource Stores, and can be contacted on 01782 295 773. The Instructor is based in the Resource Stores itself (01782 295 777). These staff also provide troubleshooting support and guidance on the majority of specialist portable production equipment located within the Resource Stores.

### Photography Studios

The Technical Specialist who primarily supports our Photography Studios and Darkrooms is based in H043 on the ground floor of the Henrion Building, and can be contacted on 01782 294 499.

### Specialist Music Facilities

Our specialist music facilities (studios and labs) are primarily supported by a two Technical Specialists. One member of staff is based in G013, on the ground floor of the Cadman Courtyard, within the music studio area, and can be reached on 01785 353 282. The other member of staff is based in G136 on the first floor of the Cadman Building and can be reached on 01785 353 824.

## eSports

Our eSports labs are primarily supported by a one member of the team based in H067 and available on 01782 295 773.

## SETS AND PROPS STORAGE

Students may build or bring in their own sets and props for their own productions subject to the following conditions:

- All sets and props must be safety checked by a technician.
- Students are responsible for the disposal of any sets and a penalty of £25 will be levied for props/ sets not removed.
- All stored items must be removed by their remove-by date or they will be destroyed and a penalty may be incurred.

## COMPUTER SYSTEMS

We can only provide dedicated technical support for work that is created on our systems. If you wish to transfer work between your computer and ours, we will endeavour to assist you but we cannot guarantee the results.

Unauthorised use of computer systems within our facilities may result in disciplinary action, which can include expulsion. Unauthorised use includes (but is not limited to) tampering with hardware, software or system settings; installing or uninstalling software or hardware; creating or viewing inappropriate content; deleting or altering files that you did not author.

## BACK UP AND STORAGE

We cannot guarantee that any work you save to one of our systems will remain there once you've finished your session. Computer workstations are often repaired or modified without notice. Files are also deleted without warning whenever hard drives reach or are near full capacity.

All students are responsible for storing and backing their own work. If you are going to be using our post production facilities extensively, you are strongly advised to buy your own external hard drive.

For audio and data work a USB drive should be sufficient but for extensive video work we recommend the purchase of an appropriate external hard drive of at least 1TB in capacity. Technical staff can advise in regard to the best type of external hard drive to purchase/ use and will also assist you to format your drives correctly before using them on specialist systems.

A limited number of bookable external drives are available for temporary storage only. Priority for these drives will be given to students on single-module projects where the purchase of their own drive would not be feasible. We cannot guarantee that any work placed on these drives

will remain there as other students access these – you are advised to create backups whenever you update your work.

Protocols for naming and saving your files are outlined in the training sessions. It is in your interests to adhere to this as any files stored contrary to these protocols are automatically deleted when you log off.

## LATE NIGHT ACCESS TO COMPUTER FACILITIES

Various computer workstations equipped with specialist post production software are located in the University Library and are available for late night use (up to 24/7 access at certain times of year – please check the relevant University web pages for info).

Adobe Creative Cloud video and audio applications (Premiere Pro, Audition, After Effects, InDesign, etc.) are located on Mac Pro and iMac workstations, together with Audacity (audio editor) on specific iMac workstations.

Please only use these Macs when you require the specialist software listed above as they are in high demand. If you just wish to surf the web or use Office software, then use the PC's so that other students can get their work done. The Library machines are operated on a first come basis and do not have any dedicated technical support. If there is a problem with a machine please report the fault, stating the machine number/location to the helpdesk in the Library – the problem will be dealt with as soon as possible in normal working hours.

## FEEDBACK

If you have any feedback regarding any of the facilities within The Media & Communications Hub, you can e-mail the Technical Services Manager ([r.j.mortimer@staffs.ac.uk](mailto:r.j.mortimer@staffs.ac.uk)). Your comments will be kept confidential and you will receive a response as soon as possible.

It is important to raise any issues (positive or negative) with your student representative or Award Leader, as they will attend various meetings where they will be able to raise issues on your behalf.

### CMC (Course Management Committee) Meetings

CMC meetings are specific to your award and exist to; -

- Discuss the current operation of the award and future academic developments with a particular emphasis on the student experience.
- Review module monitoring and award monitoring forms.
- Review facilities, resource and Health and Safety issues as appropriate.
- Monitor compliance with the University's Disability Equality Duties.
- Discuss Managers/Leaders/academic or other staff as they impact on the student experience.

They will be attended by the following: -

- Student Representatives

- All other students on the award(s)
- Course officers and teaching staff associated with the award(s)
- Learning support, administrative and technical staff by invitation/as appropriate

Dates for CMC meetings will be advertised each academic year. An agenda will be issued prior to each meeting. Students are advised to raise issues with their student representatives for review at these meetings.

## APPENDIX ONE – TERMS AND CONDITIONS OF BORROWING

Each time you make a booking on siso smarthub you will be asked to agree to the terms and conditions of booking which are listed below.

### PORTABLE EQUIPMENT BORROWING TERMS AND CONDITIONS

It is your responsibility to check the condition of all portable equipment at the time of collection. Once equipment leaves the Resource Stores, you become liable for the repair or replacement costs if any part of the equipment is lost or damaged – you must make sure that everything listed on the tag is in the bag before you leave the Resource Stores! All repair and replacement costs will be quoted on a case-by-case basis. Faults that are discovered or damage incurred while you are in possession of the equipment must be reported to the Resource Stores as soon as possible. If equipment becomes unusable it should be returned and a member of technical staff advised of the fault/ damage. Please note that we do not provide charged batteries and you are responsible for ensuring batteries are charged, and lamps are functional prior to use. You must not use the equipment/facilities in a way that breaches any Staffordshire University guidelines, policies, regulations or that brings Staffordshire University into disrepute. Student users are not permitted to use this equipment for profit or private use. Equipment must be collected within one hour of the collection time and returned before the return time specified on your booking – you will need to check the details on your siso smarthub account for these times and dates. Failure to comply with these conditions will result in a penalty and withdrawal of your loan privileges. Penalties will be issued automatically by the smarthub system if you do not collect your booking or return the equipment on time. A list of the penalties can be found in the Resource Stores handbook. If equipment is returned in a poorly packed state, wet or dirty a penalty of £25.00 may be issued. Damage to equipment will be assessed on a case-by-case basis. You will not be able to borrow equipment until you have paid any penalties on your account.

### Risk Assessment

You are required to complete a Risk Assessment whenever you use production equipment. It needs to be completed before collecting equipment via the Risk Assessment process on siso smarthub. The completion of a Risk Assessment does not absolve you from your liabilities and responsibilities under UK law. By completing the Risk Assessment, you are confirming that you have assessed all the risks involved in your activity as far as possible and will take any and all measures to eliminate and manage any risks present, or which may subsequently arise, whilst involved in producing work using Staffordshire University's equipment. You confirm that you have discussed your activity and risks with your tutor and accept full legal responsibility to ensure the health and safety of all persons affected by your actions and the actions of those directly and indirectly involved.

### Media Facilities Usage

It is your responsibility to check the set-up of any specialist facilities and adhere to operational guidelines in all studios and labs. You must return all facilities to their original condition at the end of your session. You must check in to your facilities within 15 minutes of the start of your booking. You must vacate facilities by the time that your booking ends. Any damage to facilities will be levied against your account at cost.

### Health and Safety

All students are provided with advice and guidance on working safely at heights and when undertaking manual handling. You are required to follow this advice whenever undertaking project work for Staffordshire University to ensure your own safety and others working with you.

YOU ARE NOT PERMITTED TO HIRE EQUIPMENT ON BEHALF OF, LOAN OR SUB HIRE EQUIPMENT TO ANOTHER USER – BY TICKING THE BOX YOU ARE AGREEING THAT YOU ARE FULLY RESPONSIBLE FOR ANY AND ALL DAMAGE OR LOSS TO THE EQUIPMENT LISTED ON YOUR BOOKING, AND ANY COSTS ASSOCIATED.

When you make a booking you will be required to check a box stating that you have read and understood these terms and conditions and agree to adhere to them. When you complete a Risk Assessment by clicking 'Save' at the end you are again agreeing to the terms and conditions of booking.

### APPENDIX TWO - MANUAL HANDLING

Students on film & media awards may come into contact with a great deal of cumbersome and heavy equipment. The University has a Manual Handling policy – <https://iris.staffs.ac.uk/Interact/Pages/Content/Document.aspx?id=5410&SearchId=114127> You are expected to follow this advice whenever manually handling equipment. The Resource Stores has a small stock of trolleys available for students to borrow to transport equipment – these are bookable on siso smarthub. When you agree to the terms and conditions of the Resource Stores you are stating that you have observed the guidance and will adhere to the advice whenever handling equipment during your time at the University.

### APPENDIX THREE - WORKING AT HEIGHTS/ STEPLADDER SAFETY

For advice on working at heights and how to correctly and safely use a stepladder, please refer to the 'Working at Heights/Stepladder Safety' Document on Blackboard.